



**Uniform
Medical Plan**
Your health. Your plan. Your choice.

Billing & Administrative Manual

for Professional Providers

Directions for Use

Click on the “Bookmarks” tab to the left of your screen. This will bring up the index of the manual as listed by sections. You will have instant access to any section just by clicking on it.

You can also see individual categories within that section by clicking on a “+” symbol to the left of the section or category name. A “+” indicates sub-levels within that section or category. You will have instant access to that sublevel by clicking on it. If there is no “+” symbol, there is no sublevel.

To close a sublevel, simply click the “-” symbol.



**Washington State
Health Care Authority**
Public Employees Benefits Board



Washington State Health Care Authority

PO Box 91118 ■ Seattle, WA 98111-9218

206-521-2000 ■ Fax 206-521-2001 ■ TTY/TDD 360-923-2701

www.ump.hca.wa.gov

Dear Provider:

Thank you for participating in Uniform Medical Plan (UMP) provider network(s). Enclosed are billing instructions that we hope you will find helpful. UMP is a self-insured, preferred provider medical plan designed by the Public Employees Benefits Board (PEBB) and administered by the Washington State Health Care Authority (HCA). Our motto—"Your health. Your plan. Your choice."—reflects UMP's philosophy, emphasizing freedom of choice paired with enrollee responsibility for care management.

UMP offers one of the largest published provider networks in the state of Washington, as well as a nationwide retail pharmacy network with a mail-order option.

Since UMP's benefit structure requires cost-sharing on the enrollee's part, this works to promote the responsible use of health care resources. UMP encourages providers and enrollees to work together to achieve optimal health outcomes at an acceptable cost. In today's environment, many health care consumers covered by insurance are not aware of the true cost of health care services; UMP's cost-sharing structure tends to enhance awareness.

In addition to our statewide Preferred Provider Organization (PPO) network and coverage, UMP also administers UMP Neighborhood for residents of King, Pierce, and Snohomish counties. In UMP Neighborhood, patients receive most health care services through a "care system" (a more limited choice of network providers) that they select when they enroll.

Please take the time to review this *UMP Billing & Administrative Manual*, as well as our current *Certificates of Coverage (COCs)* and *Preferred Drug List* for UMP PPO and UMP Neighborhood. Information pertaining to UMP Neighborhood is included in this manual in Appendices A-4 to A-6.

You may also access these documents, fee schedules, and other information by visiting our Web site at www.ump.hca.wa.gov. In addition, the Web site includes our network provider directories for UMP and UMP Neighborhood. UMP also gives providers online access to secure information (such as enrollee eligibility and payments toward the annual deductible, and claims status) through OneHealthPort. For more information, go to www.onehealthport.com or click on the links from our Web site.

If you have any questions regarding UMP policies and procedures, fee schedule information, or if you need additional training, please do not hesitate to call us toll-free at 1-800-292-8092, or locally at 206-521-2023. To confirm patient eligibility, call toll-free 1-800-335-1062; you will need to have the subscriber identification number to access eligibility information. When prompted by the automated system, you should choose the number which selects "PEBB subscriber information."

We are pleased to have you as a network provider, and look forward to working with you to provide quality care and customer service to all of our enrollees.

Sincerely,

Janet Peterson
Executive Director

Mary Kay O'Neill, M.D.
Associate Medical Director

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A-2 UMP PPO Detail of Remittance (DOR) Example

A-3 *UMP Preferred Drug List*

A-4 UMP Neighborhood Information (including *UMP Neighborhood Pass/referral* form)

A-5 UMP Neighborhood Explanation of Benefits (EOB) Example

A-6 UMP Neighborhood Detail of Remittance (DOR) Example

A-7 Adds/Terms/Changes (ATC) Submission Process

A-8 Cover Sheet for Corrected Claims

To obtain this booklet in another format (such as Braille or audio), call our Americans with Disabilities Act (ADA) Coordinator at 360-923-2805. TTY users (deaf, hard of hearing, or speech impaired), call 360-923-2701 or toll-free 1-888-923-5622.

Section I

Quick Reference Notes

1.1

How to Reach Us

Uniform Medical Plan Web site
www.ump.hca.wa.gov

1.1.1

Addresses and Phone Numbers

Uniform Medical Plan Customer and Provider Services

- Benefits information
- Claims status and information
- Enrollee eligibility information*
- General billing questions
- Interactive Voice Response (IVR) system
- Medical review
- Notification/preauthorization
- Verify provider's network status

Uniform Medical Plan
P.O. Box 34850
Seattle, WA 98124-1850

Provider Services

Toll-free 1-800-464-0967
Local..... 425-686-1246
Fax 425-670-3199

Active Enrollees

Toll-free 1-800-762-6004

Retired Enrollees

Toll-free 1-800-352-3968

Case Management Services

Toll-free 1-888-759-4855

*Automated Enrollee Eligibility Information

Toll-free 1-800-335-1062 (Have subscriber I.D. number available, and select #2 for "PEBB subscriber information.")

Electronic Claims Submission

The following clearinghouses frequently submit claims electronically to UMP.

Electronic Network Systems

www.enshealth.com

Toll-free 1-800-341-6141

Emdeon Business Services™

(formerly known as WebMD)

www.emdeon.com

Toll-free 1-877-469-3263

MedAvant Healthcare Solutions

(formerly known as ProxyMed)

www.proxymed.com

Toll-free 1-800-586-6870

The SSI Group

www.thessigroup.com

Toll-free 1-800-880-3032

Claims with attachments may also be submitted electronically through Office Ally. You can register for this free service on the OneHealthPort Web site at www.onehealthport.com. If you have trouble registering, call Office Ally customer support at 949-464-9129.

Provider Credentialing and Contracting Issues

- Billing manuals and payment policies
- Change of provider status
- Fee schedules
- Network provider applications and contract information
- New provider enrollment
- Policies and procedures
- *Provider Bulletin* feedback

Uniform Medical Plan

P.O. Box 91118

Seattle, WA 98111-9218

Toll-free 1-800-292-8092

Local..... 206-521-2023

Fax 206-521-2001

Licensed Acupuncturists, Licensed Massage Practitioners, and Naturopathic Physicians Network

- Network provider applications and contract information
- Billing procedures
- Fee schedule and payment policy information

American WholeHealth Networks

(Axia Health Management; formerly Alternäre)

Toll-free 1-800-274-7526
1-800-500-0997

Prescription Drugs (retail and mail-order)

- Benefits information
- Claims information
- Cost share information
- Eligibility verification
- Preferred drug list information
- Prior authorization requests
- Network pharmacy information (location and network verification)

Express Scripts, Inc.

Toll-free 1-800-763-5502

To fax prescriptions (providers)

Toll-free 1-800-396-2171

*Must be faxed on provider's letterhead
(see Section 7.17).*

To call in prescriptions (providers)

Toll-free 1-800-763-5502

Preauthorization of prescription drugs

Toll-free 1-800-417-8164

Fax 1-877-697-7192

Appeals and Correspondence

Toll-free 1-800-417-8164

Fax 1-877-852-4070

Express Scripts, Inc.

Attn: Pharmacy Appeals: WA5
Mail Route BLO390
6625 West 78th Street
Bloomington, MN 55439

Vendor for Specialty Prescription Drugs

CuraScript

To call in prescriptions for specialty drugs

Toll-free 1-866-413-4135

Tobacco Cessation Services

Free & Clear

Toll-free 1-800-292-2336

1.1.2

Web Site Information

Uniform Medical Plan

www.ump.hca.wa.gov

- *Billing & Administrative* manuals
- *Certificates of Coverage* (benefits books)
- *Network Provider Directory*
- *Preferred Drug List*
- *Professional Provider Fee Schedule*
- *Ambulatory Surgery Center Fee Schedule*
- *Anesthesia Fee Schedule*
- *Chiropractor Fee Schedule*
- *Prosthetic and Orthotic Fee Schedule, Including Ostomy and Urological Supplies*
- All-Patient Diagnostic Related Group Weights used for Hospital Reimbursement
- Other important UMP information

OneHealthPort

www.onehealthport.com

- Register with OneHealthPort for access to secure online services and e-mail to manage your UMP business

U.S. Preventive Services Task Force Guidelines

www.ahcpr.gov/clinic/gcpspu.htm

- Preventive care guidelines

Centers for Disease Control's National Immunization Program

www.cdc.gov/nip/publications/ACIP-list.htm

Express Scripts, Inc.

www.express-scripts.com

- General prescription drug information

Note: See the UMP Web site www.ump.hca.wa.gov for UMP-specific information on prescription drugs.

Free & Clear

www.freeclear.com

- Tobacco cessation program information

American WholeHealth Networks

(Axia Health Management; formerly Alternäre)

www.wholehealthpro.com

- Licensed Acupuncturists, Licensed Massage Practitioners, and Naturopathic Physicians—network provider resources information

1.2

Sample Uniform Medical Plan Identification Card

This is the identification card that confirms UMP Preferred Provider Organization (UMP PPO) enrollment. Each UMP PPO enrollee is issued an identification card with a unique 9-digit number prefixed by a “W.” Please note that UMP no longer uses social security numbers for eligibility and claim records. Please use the “W” number on all claims and inquiries.

A sample of the UMP Neighborhood identification card is included in Appendix A-4, Section 1.2.

	Uniform Medical Plan <small>Your health. Your plan. Your choice.</small>	Preferred Provider Organization (PPO)
Enrollee Name: JOE EMPLOYEE Subscriber ID No: W123456789 RxBin: 003858 RxPCN: A4 Rx Group: WA5A		
You must present this card when you use a network provider and at participating pharmacies for direct claim filing and the most cost-effective services.		
		
BEECH STREET CORPORATION NATIONWIDE PPO AND AFFILIATED NETWORKS		
		
LA, MS	IL	IA, MI
		MT
		WV
		AR

The card does not guarantee coverage. To confirm eligibility or obtain benefit information and requirements for prior approval, contact the plan at 1-800-762-6004 or in Seattle at 425-670-3000.
<u>To find a network provider:</u>
<ul style="list-style-type: none">• In Washington and Idaho: counties of Bonner, Kootenai, Latah and Nez Perce — www.ump.hca.wa.gov or call UMP customer service: Toll Free: 1-800-762-6004 Seattle: 425-670-3000• Elsewhere in U.S. — www.beechstreet.com or 1-800-937-2277.
<u>Send medical claims to:</u> (Electronic Payer ID: 75243) Uniform Medical Plan P.O. Box 34850, Seattle WA 98124-1850
Prescription drugs can be purchased at participating retail pharmacies or through our delivery by mail service. For more information contact Express Scripts at 1-866-576-3862 or www.express-scripts.com .

1.3

Claims Submission Information

Paper claims (CMS-1500) should be mailed within 60 days of service (but not beyond 365 days) to the UMP claims office at the following address:

Uniform Medical Plan
P.O. Box 34850
Seattle, WA 98124-1850

Claims with missing, inaccurate, or invalid information will be denied or sent back for clarification and resubmission.

Electronic claims submission provides efficiency to your business.

If you are already connected to one of the following clearinghouses that frequently transmits claims electronically, continue to submit your UMP claims to payer I.D. number 75243.

Electronic Network System
www.enshealth.com
Toll-free 1-800-341-6141

Emdeon Business Services™
(formerly known as WebMD)
www.emdeon.com
Toll-free 1-877-469-3263

MedAvant Healthcare Solutions
(formerly known as ProxyMed)
www.proxymed.com
Toll-free 1-800-586-6870

The SSI Group
www.thessigroup.com
Toll-free 1-800-880-3032

If you are currently submitting paper claims, we encourage you to contact a clearinghouse for information on submitting claims electronically.

Providers may also submit claims electronically with attachments to UMP using Office Ally. This Internet-based tool allows providers either to directly enter claims through a Web browser or upload a batch file from existing claims data systems. Office Ally checks for correct dates, CPT® codes, and ICD-9-CM codes before sending your claims to UMP. You'll receive e-mail confirmation and feedback on incomplete claims within 24 hours. Your practice will be paid faster and the service is **free!**

Examples of attachments UMP can receive include medical reports, X-rays, copy of an enrollee's I.D. card, itemized bills, and other carriers' explanations of benefits.

You can register for this free service by clicking on "Office Ally" on the OneHealthPort Web site at **www.onehealthport.com**. Use UMP's payer ID number 75243 when submitting claims. If you have trouble registering, call Office Ally customer support at 949-464-9129.

1.4

Provider Network Participation

UMP PPO benefits are structured to encourage enrollees to use the services of network providers. As a financial incentive and to promote quality of care, the plan provides for considerable cost sharing for enrollees who do not use network providers.

As a UMP network provider, you are expected to refer patients to other network providers. Contact UMP at 1-800-464-0967 or 425-686-1246 when you need to confirm a provider's participation in the network. If the patient is a UMP Neighborhood enrollee, see Appendix A-4 for referral information and pass requirements.

UMP recognizes that most providers have established referral patterns and we do not wish to disrupt them. If the providers you routinely refer to are not UMP PPO network providers, but are interested in joining the UMP PPO network, please refer them to the Provider Services Division by calling toll-free 1-800-292-8092, or locally 206-521-2023. Non-network providers will also be solicited at your request. Please note, however, that all providers must meet UMP credentialing criteria prior to receiving network provider status.

UMP PPO is not a closed network. However, due to administrative resource constraints, we have established priorities for adding new providers. UMP is focusing on the credentialing of applicants in specialties and geographic areas where additions to the UMP PPO network are critical for enrollee access to care. When a request or application is received from a provider for a non-priority area, the provider is notified that we will not be processing the application at this time. Applicant information is retained for future consideration. UMP routinely analyzes statewide network adequacy in relation to the location and needs of our enrollees.

1.5

UMP Web Site and Online Services

There is a dedicated section for providers on the UMP Web site at www.ump.hca.wa.gov where up-to-date information can be easily obtained at any time. This includes the most current UMP *Certificates of Coverage* (benefit books), billing manuals, fee schedules, *Preferred Drug List*, and the online provider directory.

Along with other health care organizations in the community, UMP uses a single portal (through OneHealthPort) for provider access to secure information. This secure provider portal can be accessed through the UMP Web site. This security measure allows UMP to link to providers' offices with important information needed to manage their UMP business such as:

- Benefits information on UMP PPO and UMP Neighborhood;
- Eligibility effective dates and basic demographics for UMP enrollees;
- Coordination of benefits information to determine if another insurance carrier, including Medicare, is primary for a patient;
- Deductible status as to whether the patient has met his/her deductible;
- Detailed claims information including message codes to let you know if a UMP PPO or UMP Neighborhood claim is in

process, if more information is needed, or if a claim has been finalized;

- References and forms for billing, Neighborhood Pass (applies only to UMP Neighborhood), I.D. cards, and filing claims electronically;
- Search capability for finding information in UMP's provider directory and *Preferred Drug List*;
- Secure e-mail to exchange messages containing confidential information with UMP's claims administrator.

To use the secure provider portal, click on "Online Services" or "OneHealthPort" in the provider section of the UMP Web site at www.ump.hca.wa.gov. You will need to choose an administrator from your organization to manage the organization's account and complete the OneHealthPort registration process, which you can do online. After registration, the administrator will have access to the UMP secure site and information. The designated administrator can then give appropriate staff in the organization their OneHealthPort credentials to access UMP information.

UMP has established an internal review process to identify and resolve burdensome administrative policies and procedures. UMP continues to work with other state agencies to develop, implement, and maintain uniform payment methodologies and policies that are consistent with industry standards.

UMP also participates with the Washington Healthcare Forum in their administrative simplification initiatives. The Forum is a coalition of health plans, physicians, hospitals, and purchasers working together to standardize processes among payers. UMP has adopted many of the Forum's policies and guidelines related to claims processing, and referral and prospective reviews. These standard policies and guidelines are posted on the Forum's Web site at wahealthcareforum.org.

1.6

Administrative Simplification Initiatives

Administrative simplification—reducing the hassle factor, streamlining policies and procedures, and decreasing nonproductive work—continues to be a key focus of UMP.